



ABN 34 006 684 411
AFS Licence No. 246970



FINANCIAL SERVICES GUIDE

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This Financial Services Guide (FSG) is an important document. You should read it carefully and make sure you understand it.

The introductory section of this FSG was prepared on 21st March 2006.

What is the purpose of this Guide?

This FSG contains important information about the financial services Lands Kirwan Tong Stockbrokers Pty Limited offers, to help you decide whether to use those services, and (amongst other things):

- explains the types of products we offer;
- provides information on the kind of financial advice you may receive;
- provides information about Statement(s) Of Advice and Disclosure Documents (such as Product Disclosure Statements and Prospectuses) which you may receive from us;
- details how you can instruct us in relation to your investments;
- explains the ASX Group's cancellation policy in respect of market transactions;
- explains our internal and external complaints handling procedures and how you can access them;
- explains how we are remunerated; and
- explains our privacy policy.

We are required to give an FSG (this document) to Retail Clients in accordance with the Corporations Act and our AFS Licence obligations. If we provide you with this FSG, this does not automatically mean we consider you are a Retail Client to whom we are providing advice. We will only consider you to be a Retail Client if you are a Retail Client within the meaning of section 761G of the Corporations Act.

This FSG is in three parts:

Part One provides general information about your adviser, Lands Kirwan Tong Stockbrokers Pty Limited and the services we offer, and explains our complaints handling procedures and how you can access them.

Part Two provides information about how you pay for our services.

Part Three contains our Privacy Statement, which provides a summary of our procedures relating to the privacy of your personal information.

Each part together makes up the FSG.

» PART ONE

This Part was prepared on 1st July 2008.

This Part One plus Parts Two and Three together make up the Financial Services Guide.

About Us

Lands Kirwan Tong Stockbrokers Pty Limited (ABN 34 006 684 411) (Lands Kirwan Tong Stockbrokers) was admitted as a Participant of the Australian Stock Exchange Limited (ASX) in August 1988 and is a Participant of the ASX Group. Since 1988, Lands Kirwan Tong Stockbrokers has been servicing the needs of Retail Clients. Lands Kirwan Tong Stockbrokers is licensed under the Corporations Act to provide such financial services to Retail and Wholesale Clients. Our Australian Financial Services Licence (AFS Licence) Number is 246970.

Lands Kirwan Tong Stockbrokers has great pride in its independence as the firm is not tied to any institution or product provider. The executive directors and senior staff have many years of industry experience between them, and this experience underlies their commitment to clients of Lands Kirwan Tong Stockbrokers. Lands Kirwan Tong Stockbrokers is a founding principal of the Securities & Derivatives Industry Association Limited (SDIA).

Who is your adviser?

Lands Kirwan Tong Stockbrokers will designate an adviser to your account. Your adviser is the person who represents Lands Kirwan Tong Stockbrokers in providing advisory and dealing services. From time to time, when your designated adviser is not available, another of Lands Kirwan Tong Stockbrokers' representatives may attend to your needs.

Who will be responsible for the financial services given to you?

Your adviser provides all financial services (other than the custodial services) on behalf of Lands Kirwan Tong Stockbrokers as its representative. Lands Kirwan Tong Stockbrokers is responsible to you for any dealing and advisory services your adviser provides.

What financial services do we offer?

Lands Kirwan Tong Stockbrokers is licensed to provide the following financial services to its clients:

- Financial Product Advice in relation to the following Financial Products:
 - Derivatives (such as warrants);
 - Foreign Exchange Contracts (in order to facilitate settlement of international transactions);

- Government debentures, stocks and bonds;
- Investment Life Insurance Products;
- Managed Investments (such as property trusts or cash management trusts) including Investor Directed Portfolio Services (such as Wrap accounts);
- Securities;
- Superannuation; and
- Miscellaneous Financial Investment Products limited to Managed Investment Warrants;
- Deal in the following Financial Products:
 - Derivatives;
 - Government debentures, stocks and bonds;
 - Investment Life Insurance Products;
 - Managed Investments;
 - Securities;
 - Superannuation; and
 - Miscellaneous Financial Investment Products limited to Managed Investment Warrants;
- Underwriting activities in relation to securities and managed investments; and
- Provide a custodial/depository service as explained below.

Lands Kirwan Tong Stockbrokers also provides clients with access to non-cash payment facilities such as BPay to receive client funds.

Lands Kirwan Tong Stockbrokers acts on behalf of its clients when providing these financial services.

Who provides the custodial services?

Lands Kirwan Tong Stockbrokers uses the custodial services provided by CHESS Piece Nominees Pty Ltd (ABN 48 064 519 348), a wholly owned subsidiary and authorised representative of Lands Kirwan Tong Stockbrokers. CHESS Piece Nominees Pty Ltd provides custodial services during the settlement period in accordance with ASX Group Rules on behalf of Lands Kirwan Tong Stockbrokers' clients. ASX Group Rules require that all securities being held for a client during this period may only be registered under a nominee company.

Further, Lands Kirwan Tong Stockbrokers uses the short-term custodial services provided by LKT Nominees Pty Ltd (ABN 26 006 684 439), a wholly owned subsidiary and authorised representative of Lands Kirwan Tong Stockbrokers, in circumstances where it is necessary to protect a client in respect of corporate actions and Initial Public Offerings (IPOs).

Lands Kirwan Tong Stockbrokers is responsible for the conduct of CHESS Piece Nominees Pty Ltd and LKT Nominees Pty Ltd in respect of these services.

Other documents you may receive from us

If you choose to use our services, you may also receive from us a Statement of Advice (SOA), a Statement of Additional Advice (SOAA) and / or a Disclosure Document (such as a Product Disclosure Statement (PDS) or Prospectus).

If we recommend that you acquire, dispose or continue to hold a particular Financial Product on the basis of information you have told us about your investment objectives or personal financial circumstances we will give you an SOA or SOAA (unless the advice is Further Advice). The SOA or SOAA will contain the advice, the basis of that advice, and information about fees, commissions and any associations which may have influenced that advice. If the advice is provided in relation to a Financial Product (other than listed securities) you will also receive a Product Disclosure Statement prepared by the Financial Product Issuer. The PDS will contain details about the features of the Financial Product, significant benefits and risks, amounts you must pay, the impact of ongoing commissions or fees on the return and will assist you to make an informed decision about the Financial Product. A PDS may not have to be provided if you already have a current PDS, or if you hold a Financial Product of the same kind and have access to current information, or if there is a distribution reinvestment plan or switching facility.

If you transact Exchange Traded Options (ETOs) through Lands Kirwan Tong Stockbrokers, we will be the issuer of a generic PDS relating to ETOs in general. Offers for new securities (such as an IPO) will generally be accompanied by a Prospectus prepared by the Issuer (the Company).

What kind of advice will you receive?

You will receive either Personal Financial Product Advice or General Financial Product Advice.

Personal Financial Product Advice (Personal Advice)

is based on your individual investment objectives and personal circumstances. You therefore need to provide us with Relevant Personal Information to enable us to make such recommendations on a reasonable basis.

If we provide you with Personal Advice, you will receive a Statement of Advice (SOA), or a Statement of Additional Advice (SOAA) unless the advice relates to Further Advice. Further Advice is advice that is provided on an on-going basis. If we provide you with Further Advice, we will not give you a SOA or SOAA, but you can request a copy of the Record of Advice (ROA) up to 7 years after the advice was given.

You may choose not to provide some or all of your Relevant Personal Information. However, your adviser will not be able to undertake a complete analysis if you decline to provide some or all of your Relevant Personal Information, and will only be able to provide recommendations to you on the basis of the information provided. We may provide you with limited Personal Advice, that is, advice that is limited to a particular Financial Product range and/or based on limited Relevant Personal Information. This may mean the advice and resulting investment may not be appropriate to your individual investment objectives and personal circumstances. You should make your own assessment of the appropriateness of any such advice to your individual investment objectives and personal circumstances.

General Financial Product Advice (General Advice): is advice that does not contain any direct or implicit recommendation that the Financial Products referred to are appropriate to your own investment objectives and personal circumstances. You should not rely on **General Advice** without making your own inquiries or assessment about the suitability of the Financial Product to your individual investment objectives and personal circumstances.

If you are given **General Advice**, you must clearly understand that:

- (a) the General Advice has not been prepared taking into account your particular investment objectives and personal circumstances - a complete analysis has not been undertaken because your Relevant Personal Information has not been considered (either because we have not been given that information and/or the circumstances of that General Advice did not provide for consideration of that information (for example, at a seminar)); and
- (b) you should assess whether the General Advice is appropriate to your individual investment objectives and personal circumstances before making an investment decision on the basis of that General Advice; and,
- (c) you must, therefore, carefully assess how appropriate the recommendations are in light of your individual investment objectives and personal circumstances.

You may receive General Advice from us from time to time in, for example, the form of a newsletter or attending a seminar.

How can you give us instructions?

In relation to market transactions, you can give your adviser instructions which clearly identify you and which specify exactly what you want us to do in person, or by telephone, facsimile, letter or by another means if agreed by us in writing beforehand. For all other instructions, we require written documentation signed by all authorised persons specifying exactly what you want us to do.

Please note we may not follow your instructions where to do so would constitute a breach of the ASX Group's Rules, the Corporations Act or any other relevant legislation. If we are unable to follow your instructions we will notify you as to the reason why as soon as practicable.

Risk Disclosure Statement

In general, risk is the chance that the return from your investment will be significantly different from what you expected.

In this FSG we detail some of the more significant risks associated with investment in Financial Products. At all times, you should carefully assess your individual investment objectives and personal circumstances before making any investment decision.

The risks associated with investing include the risk that:

- you may not receive the return you expect (either in the amount received or within the timeframe); and
- you may lose some or all of your capital.

Some risk is inherent in all forms of investment. Securities are generally more volatile than other asset classes (and derivatives are generally even more volatile). Some different types of risk include:

- **Market Risk:** the risk of an asset which relates to movements in the sharemarket in general. Market movements may result from a number of factors, including political, economic, taxation or legislative changes.
- **Exposure Risk:** the risk associated with investments in a particular industry sector, country or company.
 - **Sector Risks** are associated with specific factors such as commodity prices, consumer demand for products, technology impacts, economic and industry cycles. An example of **Sector Risk** is when the gold price affects the price of gold mining securities.
 - An example of **Country Risk** is when an unstable political environment affects companies producing goods/ services in that country or the ability to export to that country.
 - **Equity Specific Risk** relates to factors that specifically affect a particular company, such as company management, profit history, products and commercial brands, competition and longevity of a business. Examples of **Equity Specific Risk** can relate to strong management, drilling results not being as expected, etc., having an impact on the share price of that particular company.
- **Domestic / International Risk:** Changes to tariff and trade policies may cause price movements in a security. Interest rate movements domestically compared to other economies may

also have an impact on local share prices. International events thus may have an impact on domestic companies.

- **Maturity Risk:** some securities, company options and derivatives, for example warrants and exchange traded options, have a limited life and may expire valueless.
- **Limitations of Research:** research is basically the opinion of an analyst at a point in time. If a Financial Product (such as an equity security) is recommended as a "buy", it may still not be a suitable investment for you, and you should always consult with your adviser before acting on any research report. "Buy", "sell" or "hold" recommendations based on an analysts' opinion can only be General Advice, and you should always consult with your adviser as to the appropriateness to your individual investment objectives and personal circumstances.
- **Exchange or Currency Risk:** the risk that the value of an investment may be diminished by movements in the exchange rate on a foreign currency.
- **Liquidity Risk:** if the investment is held in an illiquid market, this may result in greater price volatility.

Specific Risk can be diversified.

Cancellation of Market Transactions

The provision of dealing services by Lands Kirwan Tong Stockbrokers in relation to ASX listed securities or derivatives will be subject to the ASX Market Rules, the practices and procedures of the ASX and the relevant clearing house (ASX Group Rules).

The ASX Group is permitted under the ASX Group Rules to direct us to cancel or amend any market transaction that is effected by an error or omission. Under the ASX Group Rules we may elect (by agreement with the other broker) to cancel or amend a market transaction(s) or we may be directed by the ASX Group to cancel or amend a market transaction(s). This may be as a result of:

- (a) an honest and genuine mistake in relation to the characteristics, details or execution of a market transaction; or
- (b) a breakdown or malfunction of the ASX Group's systems or any other technical or administrative error effecting the market transaction.

Where a transaction is executed by us on your behalf, you consent to any decision made by us to cancel or amend such market transaction(s), or any direction by ASX compelling us to cancel such market transaction(s) and agree that we will not be liable to you or any other person in contract or tort or on any other basis for any loss, damage, cost or expense arising directly or indirectly from such cancellation or amendment.

If you have any complaints

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact **the Complaints Officer** or put your complaint in writing and send it to us addressed to: **Complaints Officer**, Lands Kirwan Tong Stockbrokers Pty Limited, PO Box 591 Collins Street West, Melbourne, Victoria 8007. We will endeavour to resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome, you have the right to complain to **Financial Ombudsman Service (FOS)**, GPO Box 3, Melbourne, Victoria, 3001. You can also contact FOS by telephone on 1300 78 08 08, or by email at info@fos.org.au. The FOS website is www.fos.org.au. Lands Kirwan Tong Stockbrokers Pty Limited is a member of this external complaints handling scheme.

The **Australian Securities & Investments Commission (ASIC)** also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Professional Indemnity Insurance

Lands Kirwan Tong Stockbrokers Pty Limited has in place Professional Indemnity Insurance which satisfies the requirements of s912B of the Corporations Act.

The Professional Indemnity Insurance cover includes claims in relation to the conduct of representatives / employees who no longer work for Lands Kirwan Tong Stockbrokers Pty Limited but who did at the time of the relevant conduct.

If you require further information:

Please contact your adviser if you require more detailed information or if you have any other questions about the services we can provide you, the fees we charge, and the types of recommendations we can make to you.

HOW TO CONTACT LANDS KIRWAN TONG STOCKBROKERS:

Lands Kirwan Tong Stockbrokers Pty Limited
Level 12, 99 William Street, Melbourne VIC 3000
PO Box 591 Collins Street West, VIC. 8007
Telephone: (03) 9629 5422
Facsimile: (03) 9629 7096
Web: www.lktstockbrokers.com.au
Email: dealers@lktstockbrokers.com.au

>> PART TWO

This Part was prepared on 1st March 2004.

This Part Two plus Parts One and Three together make up the Financial Services Guide.

How do we charge you for the service we provide?

You will pay us brokerage or fees, or a combination of both, depending on the service provided and the amount invested. Your adviser may receive a percentage of these amounts as commission for the transaction. We may also receive fees and other benefits from the issuers of the Financial Products that we recommend to you if you choose to invest in them, as well as from other service providers. These fees, commissions and/or brokerage may form the basis of your adviser's remuneration. More detailed information is set out below.

Brokerage on market transactions

We charge you brokerage on purchases and sales executed for you. Brokerage, transaction type fees and government charges are deducted from the proceeds of a sale, or added to the cost of a purchase. Our brokerage rates depend on the type and level of service required, the size of the transaction and the frequency of transactions you make with us. The brokerage is usually charged at a percentage of gross consideration, but may be charged at a flat rate or subject to a minimum fee, generally these minimum fees will range from \$75 - \$250 (plus GST). Where applicable, you will have to pay GST on brokerage and transaction fees charged. The following table provides an indication of standard brokerage rates. Rates may be negotiated between you and your adviser and are subject to change.

| Transaction Value (Gross) | Rate |
|---------------------------|-------|
| Up to \$4,999 | 2.50% |
| \$5,000 - \$14,999 | 2.00% |
| \$15,000 - \$49,999 | 1.50% |
| \$50,000 - \$249,999 | 1.00% |
| \$250,000 - \$499,999 | 0.75% |
| Over \$500,000 | 0.50% |

Minimum charges: generally these will range from \$75 - \$250 (plus GST)

All charges are quoted exclusive of GST.

International Transactions:

International (or foreign) transactions are typically subject to your normal brokerage fees (as detailed above), together with any agent's fees (generally subject to a minimum charge of \$US100 (or the equivalent depending on the foreign currency/market) plus GST). Generally the exchange rate (including any fees and charges) will be fixed by the settlement agent at the time of execution of the trade. Holdings in international (or foreign) securities may also be subject to custodial charges which will vary depending on the value of custodial holdings and the custodian used.

Advice

Depending on the service provided to you, we may charge a fee for the provision of advice. Such fees will be disclosed to you at the relevant time and included on a Statement of Advice. Generally, fees will be based on time involved, with hourly rates generally in the range of \$250 - \$450 (plus GST) per hour.

Other Fees

We may charge other fees, for example, management fees, fixed interest transaction fees, fees for portfolio service, fees for processing off-market share transfers, and other administrative type fees, including transaction and/or settlement fees.

We may also charge you a default fee if you fail to settle outstanding transactions on your account in a timely manner; plus any other fees associated with recovery of such outstanding monies.

Relationships, Commissions and other benefits we may receive

Generally, the amount we receive will be based on the amount you pay. It may vary from one Financial Product issuer to another.

For example, we may receive commission from issuing companies as a result of lodgment of an application for securities in an IPO; such fees can be in the form of handling / stamping fees, or underwriting and similar fees; these amounts are generally in the range of 0.5% to 7.0% of funds invested.

Similarly, when we place your investments in Financial Products such as managed funds, we may receive commission from fund management groups. When purchasing retail managed funds, the manager of the fund may pay us an up front commission calculated as a percentage of the amount you invest and may also pay us a trail fee. This may include arrangements for managed fund products that are co-badged by Lands Kirwan Tong Stockbrokers and certain managed funds, for example, cash management trusts. The initial commission will generally range from 0.05% to 3.00% of your holdings under their management. The trail fee is paid to us by the manager of the fund. The amount received may vary. Typically, it is

holding in a Financial Product for as long as you hold the Financial Product. The details of the initial and ongoing fees that we may receive can be located in the PDS for the relevant fund.

Volume bonuses and other incentives may be paid directly to us by product issuers, although the amount or percentage does vary from issuer to issuer.

Product issuers may also provide training in their products by way of presentations to our advisers, including site visits.

We earn interest from client monies held in our trust account, and we retain that interest.

When you borrow funds in the form of margin lending products, the margin lender may pay us a trail fee (similar to those for managed funds) calculated as a percentage of the amount of actual borrowings during the period that such borrowings are outstanding. This may include arrangements for margin lending products that are co-badged by Lands Kirwan Tong Stockbrokers and certain margin lenders.

All fees, and brokerage charged by us, and commissions paid as detailed above, are typical of those across the financial services industry.

Advisers' Remuneration

Our advisers are remunerated based on fees, brokerage and commissions payable by you as detailed above, or earned in relation to your investments. Your adviser will earn a salary, or a retainer plus percentage share of fees, or a percentage of fees earned by Lands Kirwan Tong Stockbrokers. This percentage varies depending on the nature of the activity and the Financial Product, but typically ranges from 20% - 50% of the fees.

» PART THREE

This Part was prepared on 1 July 2008.

This Part Three plus Parts One and Two together make up the Financial Services Guide.

PRIVACY OF INFORMATION

Your personal details are safeguarded by privacy law.

Lands Kirwan Tong Stockbrokers Pty Limited collects personal information from you in order to provide a range of financial services to you. We may:

- share the information with companies related to Lands Kirwan Tong Stockbrokers;
- disclose the information to various third parties in the course of providing services to you or as may be required by law or otherwise, including:
 - registrars of securities.
 - fund managers.
 - issuers of securities and their agents.
 - clearing houses.
 - trading and clearing agents.
 - our bank and your bank.
 - your cash management account trustee.
 - your margin lender and/or the custodian of your securities.
 - Financial Services Protection Limited.
 - debt collectors and/or credit reference agencies.
 - professional advisers, including our auditors.
 - parties involved in dispute resolution (including for example, our insurers, lawyers and external complaints handling scheme).
 - independent contractors and authorised representatives engaged to provide services to you on our behalf.
 - other agents who may assist us in providing services to you (including, for example, external mailhouses to enable us to forward information to you).
- use the information to advise you on investment options;
- use the information for other purposes where you consent to this;

You can request to see a summary of the records maintained at our offices by making a request in writing to the **Privacy Officer**. Any charge we make for providing such a summary will be reasonable. We would welcome any changes to your details so as to keep our records up-to-date.

You have the option of not providing certain of the information requested by Lands Kirwan Tong Stockbrokers. However, you should note that this may prevent Lands Kirwan Tong Stockbrokers from offering all of its financial services to you, or may limit the financial services we can offer you.

You can also obtain further information relating to Lands Kirwan Tong Stockbrokers' Privacy Policies by contacting either: **Privacy Officer**, Lands Kirwan Tong Stockbrokers Pty Limited, Level 12, 99 William Street, Melbourne, Victoria 3000 (or PO Box 591 Collins Street West, Vic 8007); Ph: (03) 9629 5422, or emailing privacy@lktstockbrokers.com.au.



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